

COMMUNITY FEEDBACK / COMPLAINTS REGISTER

PROJECT: 6 HASSALL ST, PARRAMATTA - WSU INNOVATION HUB

DATE: 06/07/2021

Item	Date Received by RCC	Complaint Contact	Direct/Indirect Complaint	Nature of Complaint	RCC Response
1	05/06/2020	Allen (Hassall St Resident)	Direct - Phone call / site visit	Local resident issued a complaint to RCC via phone call to the senior site manager regarding construction works extending past the approved construction hours of work for the development. The resident also contacted Council of Parramatta regarding the complaint who subsequently contacted RCC the following week.	The situation on-site was explained to the resident over the phone; ie there was a large concrete pour that had been operating all day and unforeseen circumstances delayed works on-site and the pour couldn't be stopped at the approved time. Parramatta Council also attended site the following week to discuss the complaint and process moving forward for unexpected extended construction works. An agreed process was formalised moving forward to avoid complaints.
2	15/06/2020	Alfarid Hussain (DPIE Compliance Officer)	Indirect - Email Correspondence	Notification received by RCC from the DPIE of a complaint by a neighbouring resident that works were being carried outside of approval hours on an ongoing basis at Western Sydney University Innovation Hub in 2-6 Hassall St Parramatta. Complaint details were not specified, the correspondence was only to notify RCC of the communication.	Time and date of construction works was not specified. The agreed process of extended construction working hours was communicated to the DPIE. RCC have updated the approved construction work hours on the front of site hoarding signage based on the ministerial orders for COVID-19 to inform local residents of the updated extended weekend and public holiday work hours.
3	07/10/2020	Alfarid Hussain (DPIE Compliance Officer)	Indirect - Email Correspondence	DPIE notice received by RCC via email outlining complaints received by the DPIE from local Hassall St residents for vehicle noise disturbances before approved construction hours for the project on 26, 27 and 31 st August 2020.	RCC provided a response to the DPIE notice on 30 th October 2020 and 18 th January 2021 with requested information and explanation that deliveries are not received by RCC on-site until the approved time of 7am. Until then site is closed. All subcontractors are contracted to work in the approved delivery times and all site inductions also include this information.
4	06/11/2020	Hassall St Resident	Direct - SMS Text Message	Local resident contacted RCC via SMS text message to the RCC senior site manager providing notification of a generator left running	RCC provided an apology to the resident. The person in charge of site lock-up on the 5 th Nov was informed and directed to ensure

				through the night before and asked if this could be avoided in future.	generators are inspected in future before locking-up.
5	18/11/2020	Hassall St Resident	Direct - SMS Text Message	Local resident contacted RCC via SMS text message to the RCC senior site manager providing notification of a generator left running on-site after hours.	RCC actioned the issue and the generator was switched off.
6	23/11/2020	Hassall St Resident	Direct - SMS Text Message	Local resident contacted RCC via SMS text message to the RCC senior site manager providing notification of a generator left running on-site after hours.	RCC provided an apology to the resident and the generator was switched off.
7	26/11/2020	Hassall St Resident	Direct - SMS Text Message	Local resident contacted RCC via SMS text message to the RCC senior site manager providing notification of a generator left running on-site after hours.	RCC provided a response indicating the matter would be investigated. The issue was then actioned, and the generator was switched off.
8	16/12/2020	Alfarid Hussain (DPIE Compliance Officer)	Indirect - Email Correspondence	DPIE notice received by RCC via email outlining complaints received by the DPIE from local Hassall St residents for generator noise disturbances before/after approved construction hours for the project on 5, 18, 23, 26 November & 4 December 2020, and also a construction activity noise complaint for work after approved hours on 3 rd December 2020.	RCC provided a response to the DPIE notice on 18 th January 2021 including explanation that generators left running after approved hours are a result of human error and not part of construction works. All relevant personnel have since been briefed on an updated site close checklist that includes inspecting the generator. Works that extended past approved hours on the 3 rd December were related to a concrete line blockage that occurred during the concrete pour. Construction works were not completed after hours, the overtime was only used for clearing out the line to avoid irreversible damage to the concrete pump system if the concrete stuck inside would be left to dry. This resulted in a non-compliance reported to the DPIE.
9	18/03/2021	Alfarid Hussain (DPIE Compliance Officer)	Indirect - Email Correspondence	DPIE notice received by RCC via email outlining complaints received by the DPIE from a local Hassall St resident for noise complaints regarding generator and hoist operation occurring after approved hours on 18 th January and 1 & 2 February 2021.	These works were reported as non-compliances to the DPIE for safety concerns on-site prior to receiving the complaint details. All information as required has previously been provided to the DPIE for communication with any complainants.
10	21/06/2021	Alfarid Hussain (DPIE Compliance Officer)	Indirect - Email Correspondence	DPIE notice received by RCC via email outlining complaints received by the DPIE from a local Hassall St resident for audible construction noise on Sunday 20 th June 2021 from 7am.	RCC provided a response to the DPIE notice referencing the current Ministerial Order for extended construction days during the COVID pandemic that was extended for enforcement until 31 March 2022, which allows construction in NSW on weekends and public holidays in-

					line with the same hours as weekdays (7am-6pm for this development).
11	24/06/2021	Hassall St Resident	Direct - Phone Call	Local resident issued a complaint to RCC via phone call to the senior site manager regarding audible noise generated from the public domain of the 6 Hassall St development at approximately 6.30pm.	RCC provided an explanation to the resident noting that Occupation had been awarded to the ground floor public domain space, so the area is no longer under construction.